

Licensing

Focus on Quality Consumer Services

Key to the Department of Behavioral and Developmental Services (BDS) goal of quality consumer services through agency and program oversight is Licensing within the Office of Program Development.

The oversight of Licensing functions has recently undergone a transition from the combined state agency service center to the Department directly. Since January 2001 the staff have worked to bring licenses of all providers into current timeframes. Licenses are issued for Mental Health, Employee Assistance Program and Substance Abuse Services.

Through regulation and oversight, the Department is able to assure the protec-

tion and safety of clients and can provide technical assistance to help agencies understand and come into compliance with federal and state regulations.

Licensing staff use consumer protection and risk reduction as key determinants of accountability that must be achieved by providers to meet or maintain services. When agencies meet licensing standards, but continue to seek improvements, licensing staff can support these processes by providing clear information and interpretations. Crucial partnerships exist between our licensing staff and agencies that are licensed.

These same staff network in the Department to promote best practices in

the standards while reducing barriers to services and providing consistency of communication to providers. The BDS Quality Improvement office and Licensing are working closely together and with providers to reduce any duplication while supporting a common direction.

In addition to internal collaboration, work occurs with the Department of Human Services' licensing units, including Home Health Licensing, Institutional Abuse and Assisted Living, to develop appropriate training for licensing staff and to share information.

For more information about BDS visit:
www.state.me.us/bds/



State of Maine
Department of Behavioral
and Developmental services

Lynn F. Duby, Commissioner

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